_								Appendix G - Page 1				
Be	II Atlantic - MA 271 Backsli	de Report			RESALE			Month				
DΩ	Pre-Ordering	ВА	CLEC		111	JALI		Diff.	Pert.	\\/at	Wgtd. Score	
	Customer Service Record	DA	CLEC	1				Dill.	0001	vvgt.	00010	
	Due Date Availability											
	Address Validation											
	Product and Service Availability											
	Telephone Number Availability and Reservation											
	Facility Availibility (Loop Qualification)											
	OSS System Availability - Prime											
	% Answered within 30 Seconds - Ordering											
	% Answered within 30 Seconds - Ordering % Answered within 30 Seconds - Repair											
	Ordering											
	% On Time LSRC - Flow Through - POTS - 2hrs											
	% OT LSRC <10 Lines (Elec No Flow Through) - POTS											
	% OT LSRC <10 Lines (Elec No Flow Through) - Specials											
	% On Time LSRC >= 10 Lines (Electronic) - POTS											
	% On Time LSRC >= 10 Lines (Electronic) - Specials											
	% On Time LSR Reject - Flow Through - POTS											
	% OT LSR Rej.<10 Lines (ElecNo Flow Through)-POTS											
	% OT LSR Rej.<10 Lines (ElecNo Flow Through)-Specials											
	% On Time LSR Reject >=10 Lines (Electronic) - POTS								-			
	% On Time LSR Reject >=10 Lines (Electronic) - Specials											
	% SOP to Bill Completion Sent w/in 3 Business Days											
	% Flow Through - Achieved - POTS & Specials											
	% Accuracy - LSRC			Observ	ations	BA Stad	Sampling					
	Provisioning	ВА	CLEC	BA	CLEC	Deviation		Z-Score		l l		
	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS	DA	I	DA I	T	Deviation	LIIUI	Z-30016				
	% Completed w/n 5 Days (1-5 lines - No Dispatch) - POTS % Completed w/n 5 Days (1-5 lines - Dispatch) - POTS											
	% Missed Appointment - BA - Total - Specials											
	Average Delay Days - Total - POTS											
	Average Delay Days - Total - FOTS Average Delay Days - Total - Specials											
	% Missed Appointment - BA - Dispatch - POTS											
	% Missed Appointment - BA - Dispatch - POTS % Missed Appointment - BA - No Dispatch - POTS											
	% Missed Appointment - Facilities - POTS											
	% Missed Appointment - Facilities - FOTS % Missed Appointment - Facilities - Specials											
	% Orders Held for Facilities > 15 days - POTS											
	% Orders Held for Facilities > 15 days - FOT3 % Orders Held for Facilities > 15 days - Specials											
	% Installation Troubles within 30 days - POTS											
	% Installation Troubles within 30 days - FOT3 % Installation Troubles within 30 days - Specials											
	Maintenance & Repair							Diff.				
01	Average Response Time - Create Trouble			1				Dill.				
	Average Response Time - Create Trouble Average Response Time - Modify Trouble											
1-03 1 04	Average Response Time - Request Cancellation of Trouble											
	Average Response Time - Request Cancellation of Trouble Average Response Time - Test Touble (POTS only)											
-00	Average Response Time - Test Touble (POTS only)		l					Z-Score		l L		
2-01	Network Trouble Report Rate - Specials											
	Network Trouble Report Rate - Loop (POTS)											
	% Missed Repair Appointments - Loop				1							
	% Missed Repair Appointments - Central Office				<u> </u>							
	Mean Time to Repair - Specials				<u> </u>							
	Mean Time to Repair - Loop Trouble				<u> </u>							
	Mean Time to Repair - CO Trouble				<u> </u>							
	% Out of Service > 24 Hours - POTS				1			<u> </u>				
	% Out of Service > 24 Hours - Specials				1							
	% Repeat Reports w/in 30 days - POTS				1							
	% Repeat Reports w/in 30 days - Specials				†							
	Billing		1	ı	1	I.		1		ı L		
	% DUF in 4 Business Days]								

Totals

Totals

Bell Atlantic - Massachusetts

271 Backslide Report

Month

INTERCONNECTION

OR	Ordering		CLEC		Obs.				Perf. Score	Wgt.	Wgtd. Score
1-12	% On Time Firm Order Confirmations								000.0		000.0
1-13	% On Time Design Layout Record										
2-12	% On TimeTrunk ASR Reject										
		_		Observa	tions	BA Standard	Sampling				
<u>PR</u>	Provisioning	BA		BA	CLEC	Deviation	Error	Z-Score			
4-01	% Missed Appointment - BA - Total										
4-02	Average Delay Days - Total										
4-07	% On Time Performance - LNP only										
5-01	% Missed Appointment - Facilities										
5-02	% Orders Held for Facilities > 15 Days										
6-01	% Installation Troubles w/in 30 Days										
MR	Maintenance & Repair										
4-01	Mean Time to Repair - Total										
5-01	% Repeat Reports w/in 30 Days										
NP	Network Performance										
1-03	# of Final Trunk Groups Blocked 2 Months										
1-04	# of Final Trunk Groups Blocked 3 Months										
		•				•		Totals			

Credit to Industry at this Performance

Collocation

<u>NP</u>	Network Performance	CLEC	Obs.		Perf. Score	Wgt.	Wgtd. Score
2-01	% OT Response to Request for Physical Collocation						
2-02	% OT Response to Request for Virtual Collocation						
2-05	% On Time - Physical Location						
2-06	% On Time - Virtual Location						
2-07	Average Delay Days - Physical						
2-08	Average Delay Days - Virtual						
		<u></u>		Totals			

Credit to Industry at this Performance

		Bell Atlantic -Massachusetts		Resale		UNE		<u>Trunks</u>		Collocation	
	Month	CRITICAL MEASURES - Backslide Report	%	\$	%	\$	%	\$	%	\$	\$
		PRE-ORDERING				ı					
1	metric PO-1-01 PO-1-02 PO-1-03	Response Time OSS Interface Customer Service Record Due Date availability Address Validation									
	PO-1-04	Product and Service Availability									
	PO-1-05 PO-1-06	Telephone Number Availability and Reservation Facility Availibility (Loop Qualification)									
2	PO-2-02	OSS Interface Availability - Prime									
		ORDERING									
3	OR-6-03	Order Accuracy % Accuracy LSRC									
	ı	PROVISIONING				ı					
4a	PR-4-01	% Missed Appointment - BA - Total - EEL									
4b		% Missed Appointment									
	PR-4-01	% Missed Appointment - BA - Total - Specials									
	PR-4-01 PR-4-04	% Missed Appointment - BA - Total - Trunks % Missed Appointment - BA - Total - Dispatch - POTS									
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - New Loops									
	PR-4-05	% Missed Appointment - BA - Total - No Dispatch - POTS									
5	PR-4-05	% Missed Appt BA - No dispatch - Platform									
6		Hot Cut Performance									
	PR-4-06 PR-6-02	% On Time - Hot Cut (adj. for missed appts. due to late LSRC) % Troubles within 7 Days - Hot Cut									
7	PR-4-07	% On Time Performance - UNE LNP									
	T	MAINTENANCE				T					
8	MD 4 04	Mean Time To Repair									
	MR-4-01 MR-4-01	Mean Time To Repair - Specials Mean Time To Repair - Trunks									
	MR-4-02 MR-4-03	Mean Time To Repair - Loop Trouble									
	MR-4-08	Mean Time To Repair - Central Office % Out Of Service > 24 Hours - POTS									
9		% Repeat Reports within 30 Days									
	MR-5-01 MR-5-01	% Repeat Reports w/in 30 days - POTS % Repeat Reports w/in 30 days - Specials									
		NETWORK PERFORMANCE									
10		Final Trunk Group Blocked									
	NP-1-03	Blocked 2 Months									
	NP-1-04	Blocked 3 Months									
11	ND C CE	Collocation									
	NP-2-05/6 NP-2-07/8	% On Time - Physical & Virtual Average Delay Days - Physical & Virtual									
	1 = 5:70	Digital Subscriber Line Services									
12		xDSL									
١ - ٦	PO-8-01	Avg. Response Time - Manual Loop Qualification									
1	PO-8-01 PO-8-02	Avg. Response Time - Manual Loop Qualification Avg. Response Time - Engineering Record Request									
	PR-4-14	% Completed on Time									
	PR-4-15	% Completed on Time									
	PR-4-16	% Completed on Time									
	PR-4-17	% Completed on Time									
1	PR-4-18	% Completed on Time									
	PR-6-01	% Installation Troubles - xDSL Loops									
		# of full share measures in category Total									

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Special Provision - UNE Ordering

Month

Opeciai i io	Vision - OIL Ordering			
		% On Time	Observations	Market Adj.
OR-1-04-3100	% OT LSRC<10 Lines (ElecNo Flow Through)-POTS			
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS			
OR-2-04-3320	% OT LSR Rej.<10 lines (ElecNo Flow Through)-POTS			
OR-2-06-3320	% On Time LSR Reject >= 10 Lines (Elec.) - POTS			

Total Market Adj.

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

Special Provision - UNE Flow Through

PR-5-01-3000	00 % Flow Through - Total - POTS & Specials			OR-5-03-3112	% Flow Through - Achieved - POTS & Specia				
<u>Month</u>	<u>%</u>	Observations Gross#	<u>Flow-thru</u>	<u>Month</u>	<u>%</u>	Observations Gross#	<u>Flow-thru</u>		
Overall				Overall					

Market Adjustment *

Special Provision - Hot Cut - Loop Performance

		% On Time		% On Time	
		Current Mo.	Observations	Prior Month	Observations
PR-9-01-3520	% On Time Performance - Hot Cut				

%Troubles

PR-6-02-3520	% Installation	Troubles within 7	7 days - Hot Cut
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Tier I (2 mo) Tier II (1 mo) Total

Market Adjustment *

^{*} For allocation, any Flow Though market adjustment is combined with the MOE UNE market adjustment allocation.

^{*} For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.